

Refund and Exchange Policy

Any Human Food product can be returned for refund or exchange within 30 days of receipt provided that it is unused, unopened and that the packaging has not been damaged or tampered with.

Opened or otherwise damaged boxes or tubes of bars cannot be returned.

How to Return and Item

Pack the item(s) safely and securely, if items are sent crushed in small packages, or are sent or arrive in poor condition because they have been inadequately packed we won't be able to give you a refund. **In order for us to issue a full refund the item must be in a resalable condition, i.e. the condition in which you received it.**

Please return your parcel to **Returns, Human Food Coop, Unit 15, The Salterns, Tenby Pembrokeshire, SA707NJ**

We advise customers to take all the necessary precautions to ensure that their parcels are sent via a secure and reputable courier company and to mark the parcel 'Fragile'.

Processing a Return or Exchange

Once your return is received and inspected, we will send you an email to notify you that your returned item has arrived and to notify you of the approval or rejection of your requested refund or exchange. If you asked a refund and it is approved, it will be processed and a credit will automatically be applied to your credit card or original method of payment within 5 days of receipt. If you asked for an exchange, we will have the new order dispatched to you within 5 working days. Delivery of exchanged items may be charged at full, unsubsidised rate.

Returning a Faulty Item

In the very unlikely event that your Human Food order arrives in less than satisfactory condition your first action should be to call or email Human Food Customer Services. It may be necessary to return the item(s) in order for us to determine what party is responsible for the damage. If we determine the fault to be ours or that of our courier your order will be resent at no extra cost, usually within 2 working days.

Faulty items should be returned with their original packaging to the address given above. Please add a note outlining the reasons for the return of your order. Once we receive your parcel it will be processed along with any other returns and a refund or exchange processed as outlined above.

This does not affect your statutory rights.

If we Have Made a Mistake With Your Order

Occasionally, it may be that we make a mistake with your order. If this happens please contact us immediately through Human Food Customer Services and we will happily and immediately rectify the problem. However, if the mistake is made on the customer's side, it will be the customer's responsibility to cover additional costs of carriage. Your order is visible multiple times before and at the checkout stage of purchasing or subscribing and written out in full in the confirmation email you receive minutes after placing your order. If you spot a mistake at that stage, please let us know immediately and we may be able to correct it before your order is dispatched.

Cancelling an order

If you have not received your order dispatch email, we may be able to cancel your order before it is sent. Email or call Human Food Customer Services at the first opportunity.

Refusing delivery

In the unlikely event that you wish to refuse your delivery or it is unclaimed from a pickup point, you will be held responsible for the cost of returning the package to us. Furthermore, we cannot be held liable for any loss or damage incurred by your order during transit back to us.

When your return is back with us, you will be refunded the value of your order, minus any administration or processing fees added by our carrier partners.